





Mayor's Action Center
Service Level Attainment Compliance
November 2014

Service Level Agreement	Target Performance		Current Performance			
Speed to Answer Calls	< :20					
Abandon Rate	< 5%					
Time on Call	< 2:30					
After Call Work	< :40					
Top 5 Service request	Trash (1,077)	Animal (641)	Illegal Dumping (261)	Aban Vehicle (170)	Zoning Violation (151)	